

CONSERVE THE CURRENT

Frequently Asked Questions



What is a statewide power emergency?

ERCOT issues a Power Emergency when there is not enough electric generation available to keep up with consumer demand. When a Power Emergency is issued, ERCOT instructs utilities to begin rotating outages according to predetermined emergency curtailment procedures.

Is this something that the City of San Marcos can stop?

No. This is issued on the state level, and every electricity provider will be following the same protocol.

What is a Rotating Outage?

Rotating outages are when randomly selected homes will lose power for a brief amount of time.

How long will my power be off?

Power will be restored as soon as possible. We can't say exactly how long this outage will last. Typically, outages are no longer than 30 minutes at a time.

My power was off earlier today or yesterday in a rotating outage. Am I safe for the next one or could it go off again?

During rotating outages, your power may go off and on more than once. Please make plans accordingly.

I am at a hospital or other critical infrastructure. Our power has been cut and we should not be on the cut list. How do I get the power turned back on?

We will work to get your power back on as quickly as possible. If this is an emergency, call 9-1-1.

Why was my house or business chosen to be part of the outage?

It is random. No specific home, business or street was singled out during this process.

The power outage has caused a life-or-death emergency in my home or business. What do I do?

Call 9-1-1 immediately.

How can we prevent this?

The best way to prevent rotating outages due to a power emergency is to conserve power during peak times of the day.

For more information about power grid conditions and how you can conserve, visit www.sanmarcostx.gov/conservethecurrent.

